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Towards better policing: achieving norm internalization and compliance with persuasively designed technology

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Towards Better Policing

Achieving Norm Internalization and Compliance
with Persuasively Designed Technology

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Research indicates that interactions with law enforcement, determinative of access to justice is far from positive for racial minorities and women and is often characterized by suspicion, unfriendliness and dismissal of complaints. This conduct is not easily captured by prohibitive regulation although it can amount to discrimination proscribed by equality laws. Training, monitoring and codes of conduct have had limited effect.

Drawing from the nudge theory, as well as Lessig's articulation of the influence of norms and architecture on behaviour, this book focuses on the internalization of norms underlying laws through persuasive technology so that police are intrinsically motivated / incentivized to reduce discriminatory behaviour. The interdisciplinary lens combines an understanding of the cognitive and organizational factors driving discrimination with behaviour change theories such as the social identity theory, and technological artefacts like conversational agents that can influence behaviour, to proffer an alternative solution.

This work constitutes the first steps towards addressing discriminatory behaviour by leveraging the ubiquity and versatility of technology to regulate behaviour in accordance with the law and its intentions.

This is a volume in the series of the Meijers Research Institute and Graduate School of the Leiden Law School of Leiden University. This study is part of the Law School's research programme 'Effective Protection of Fundamental Rights in a Pluralist World'.

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